



News Release

July 15, 2014
Release Number: 3798

Team to Examine 9-1-1 Center's Public Safety Standards for Accreditation

Public invited to comment to assessment team

A team of assessors from the [Commission on Accreditation for Law Enforcement Agencies, Inc. \(CALEA\)](#) will arrive on July 28, 2014 to examine all aspects of the [Charleston County Consolidated 9-1-1 Center's](#) policy and procedures, management, operations and support services.

"Verification by the team that Consolidated 9-1-1 Center meets the Commission's state-of-the-art standards is part of a voluntary process to gain accreditation, which is a highly prized recognition of public safety professional excellence," said Jim Lake, director of the Charleston County Consolidated 9-1-1 Center.

As part of the on-site assessment, citizens and agency employees are invited to provide comments to the assessment team as follows:

- **Call** (843) 529-3703 on July 30, 2014 between the hours of 1:00 p.m. and 3:00 p.m. Telephone comments are limited to 10 minutes and must address the agency's ability to comply with CALEA standards.
- **Send written comments** about the Charleston County Consolidated 9-1-1 Center's ability to meet the standards for accreditation/recognition to: Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA), 10302 Eaton Place, Suite 100, Fairfax, Virginia, 22030-2215
- **NOTE: A copy of the standards is available** at the Charleston County Consolidated 9-1-1 Center and can be obtained by contacting Cassandra McSwain, Accreditation Manager for the Center by phone at (843) 529-3714 or email at cmcswain@charlestoncounty.org.

"Our Consolidated 9-1-1 Center has to comply with 218 standards in order to gain accredited status," Lake said. "This process has really allowed us to take a look internally to ensure that we are providing quality 9-1-1 services to the citizens of Charleston County and that we are able to meet nationally recognized standards in continuing this quality service".

The assessors are: Team Leader, Susan Wales, and team member, Pamela McKay

Once the CALEA Assessors complete their review of the agency, they report back to the full Commission, which will then decide if Charleston County's department is to be granted accredited status. Accreditation is for three years, during which the agency must submit annual reports attesting continued compliance with those standards under which it was initially accredited.

For more information regarding the Commission on Accreditation for Law Enforcement Agencies, Inc. please write the Commission at 13575 Heathcote Boulevard, Suite 320, Gainesville, Virginia, 20155; or call (703) 352-4225 or email calea@calea.org.

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- written by Shawn Smetana -